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OneStop Business Registry

Service Plan 2004/05 – 2006/07

July 2004

Canada

BRITISH COLUMBIA

In partnership with local governments throughout BC

one stop
bc business registry.ca

Service Plan Approval

The sponsoring Assistant Deputy Minister and the Partnership Board hereby approve this Service Plan for the OneStop Business Registry.

BRITISH COLUMBIA
Ministry of Finance

Jim Hopkins
Sponsoring Assistant Deputy Minister
Provincial Treasury and Registries Divisions

Date

WorkSafe
WORKERS' COMPENSATION BOARD OF BC

Brian Van Snellenberg
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Date

BRITISH COLUMBIA
Ministry of Provincial Revenue

Elan Symes
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Executive Director, Service Delivery Initiative

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OneStop Business Registry Service Plan

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Introduction

BC business owners are frustrated by the cumulative regulatory burden and other red tape placed upon them by governments and public agencies (the public sector) working independently.

In response, agencies within and across all levels of the public sector are working together to address this situation and improve BC's competitiveness both nationally and internationally.

The result of this unique partnership effort is the OneStop Business Registry – a provincial government organization that provides easy-to-use, integrated services for BC businesses through a multi-channel business portal. These services are designed to allow BC businesses to interact more easily, expediently and efficiently with the public sector at all levels.

OneStop also enables and promotes the use of a unique business identifier – the federal Business Number – to simplify business interactions with and amongst the public sector in BC.

For BC businesses, the OneStop Business Registry saves time and eliminates duplication of effort by streamlining business registration and address change, and providing 'single window' access to the public sector, based on the Business Number. For partners, the OneStop Business Registry saves time and eliminates duplication of effort, improves compliance, and results in better customer service. These benefits constitute the business case.

It is in this context that the OneStop Business Registry is helping to solve the problems that BC businesses face. There are challenges, risks and opportunities that play a major role in determining how the program will achieve this, and the results that can be expected, including the following:

- Reliance on integration with numerous public sector partners, each with their own business cultures and processes;
- Use of complex new technology;
- Generally risk-adverse public sector; and
- Limited resources.

Late 2003/04 saw the completion of the Single Business Number project, the setup of the OneStop Business Registry office and its governance structure, followed by the transition of responsibility to the new office. Given the brief period of activity with the new system in the last fiscal year, the Partnership Board decided that the first annual report of the OneStop Business Registry would be provided at the end of the 2004/05 fiscal year[1].

The OneStop Business Registry is proud to be working with public sector agencies who are leaders in integrated and seamless electronic service delivery to address the aforementioned. This document outlines the plans for the OneStop Business Registry over the next three fiscal years.

[1] The Province of BC's fiscal year is April 1 to March 31.

Governance Structure

A Partnership Board, composed of senior-level representation from participating partners, provides strategic direction to the OneStop Business Registry. A Partnership Advisory Council, made up of manager-level representatives from participating partners, provides assistance at the operational level. For additional detail, refer to the Governance Structure and Organization Chart at the end of this Service Plan.

Core Business Areas

The OneStop Business Registry provides the following services:

Business Registration: enables a business to register with multiple public sector agencies in one step;

Business Address Change: enables a business to notify multiple public sector agencies of an address change, in one step; and

BC Business Number Hub: provides the ability for each BC business interacting with the public sector to be assigned a Business Number (BN) – a unique identifier that makes working with the public sector simpler, easier, and more convenient.

With these services, it is possible to provide basic business information only once when dealing with two or more related public sector agencies. The information provided to the first agency is seamlessly transferred to the second agency without re-keying. Online business services are grouped together logically, according to business needs, even if they are from different areas of the public sector.

Accordingly, the OneStop Business Registry will:

- operate and continue to improve integrated public sector services for BC businesses and support public sector partners;
- proactively manage relationships with partners to ensure that their requirements are met and that appropriate agreements are maintained;
- participate in new and/or existing initiatives that provide additional service to BC businesses;
- market the OneStop Business Registry to the BC business community;
- expand the OneStop Business Registry by proactively seeking out and integrating new partners; and
- provide assistance to BC businesses as required when using the integrated services.

Vision, Mission and Values

Vision

The OneStop Business Registry is the first choice for BC businesses for innovative, multi-channel business registration and other related services that are easy to use and seamlessly integrated.

Mission

To reduce the time, processes and paperwork ("red tape") for BC businesses to comply with public sector regulations and to simplify processes for partners.

Values

Business-focused: To ensure that all program initiatives relate directly to the needs of BC businesses and are designed from their perspective, not that of the public sector.

Accountable: To be results-focused, oriented towards providing high quality service that is efficient and timely, and to always improve performance, products and services.

Integrity: To be fair and professional with all people, both within and outside the OneStop Business Registry program.

Collaborative: To be a corporate team player committed to helping our partners succeed.

Entrepreneurial: To think creatively, evaluate new ideas and take reasonable risks to achieve the program's goals and objectives.

Assumptions

- Full public use of the Business Number will be achieved in partnership with Canada Revenue Agency (CRA)
- Outstanding issues regarding the adoption of BCeID will be resolved
- Partners will continue to promote and support expansion of the OneStop Business Registry
- Sufficient budget resources will be secured
- Technological infrastructure costs will decrease and a costing model for webMethods will be secured

Risk Management

The OneStop Business Registry is undertaking a process to identify and manage risks and opportunities in its internal and external operating environments. The Director has completed initial Enterprise-wide Risk Management training offered by the provincial government and all remaining staff will take this training this fiscal year. Once training is completed the management team will prepare a risk management strategy for presentation to the Partnership Board.

Summary of Goals

The OneStop Business Registry has four primary goals:

Goal 1: British Columbians can successfully access the OneStop Business Registry to register their businesses and complete other related services quickly and easily with public sector agencies.

Goal 2: OneStop Business Registry staff is perceived as effective advocates for integrated public sector services to BC businesses and works to achieve the necessary cultural and process changes required by all partners to facilitate integrated service delivery.

Goal 3: Partners are satisfied that the OneStop Business Registry is being operated efficiently and effectively and that participating public sector agencies are being provided with excellent service and responsiveness to their business needs.

Goal 4: Market penetration is increased by the OneStop Business Registry in terms of number of businesses served, public sector partners, and breadth of services offered.

Summary of Action Plan

2004/05: The OneStop Business Registry has nine key activities to perform this fiscal year:

1) Stabilize the new OneStop systems and implement any deferred Single Business Number (SBN) project functionality
2) Implement the WCB complex link
3) Add the Corporate Registry as a Business Number partner
4) Commence marketing of the OneStop Business Registry to the public and program areas
5) Develop a strategy for the electronic integration of new program partners with an emphasis on cost-effectiveness
6) Add one new Business Number partner
7) Work with partners, other Provinces and the Canada Revenue Agency to increase effective use of the Business Number
8) Complete Employee Performance and Development Plans (EPDPs), linking staff accountabilities to the Service Plan
9) Secure sufficient financial resources to meet expansion plans

2005/06: The OneStop office will increase market penetration by expanding the number and type of partners while at the same time providing continual improvement to the operation. OneStop services will be enhanced in consultation with BC businesses and partners.

2006/07: The OneStop office will further increase market penetration by the introduction of new services while at the same time providing continual improvement to existing operations.

Goals, Objectives, Strategies and Actions

Goal 1: British Columbians can successfully access the OneStop Business Registry to register their businesses and complete other related services quickly and easily with public sector agencies.

Objectives:

- The OneStop Business Registry is available to the BC business community through multiple channels
- Users report high levels of satisfaction with the OneStop Business Registry and the support services made available to them
- The time required to register a new business or complete other business services with multiple public sector agencies is reduced

Fiscal 2004/05

Strategies	Actions	Targets
1.a Develop user support services with appropriate service standards	• Define service standards • Educate staff with respect to service standards and methods for delivering quality service • Tender long-term Help Desk contract	• Jul 31, 2004 • Ongoing • Aug 15, 2004
1.b Conduct partner orientation	• Create/update orientation material • Staff orientation, as required	• Aug 15, 2004 • Ongoing
1.c Examine service improvement opportunities in terms of information quality, presentation of process and data management	• Survey users to determine level of satisfaction with service and to establish a baseline from which to measure future service satisfaction • Prepare business design changes for any required system improvements and seek approval and funding	• Ongoing • As per Release Management Plan
1.d Continue to identify opportunities to enhance the OneStop Business Registry support services	• Survey users to determine level of satisfaction with the quality of support services • Propose and seek approval for improvements to support services as required	• Ongoing • Ongoing
1.e Develop a Business Continuation Plan (BCP)	• Perform environmental scan to identify elements of BCP • Meet with CITS to ensure their business continuation plan development meets OneStop needs • Determine partner and user business continuity requirements • Draft and review Business Continuation Plan	• Oct 31, 2004 • Oct 31, 2004 • Nov 30, 2004 • Feb 28, 2005

1.f Develop and sign service level agreements with delivery partners	• Consult with representatives of kiosk partners • Draft and circulate service level agreement template • Sign agreements	• Sep 30, 2004 • Oct 31, 2004 • Ongoing

Fiscal 2005/06

Strategies	Actions
1.g Implement Common Measurements Tool	• Gain understanding of technical requirements and implementation costs • Create plan for implementation
1.h Identify additional changes required to broaden access to the OneStop Business Registry	• Perform international environmental scan • Complete analysis between channels currently available and what should be available • Determine business and/or system changes required to expand channels

Fiscal 2006/07

Strategies	Actions
1.i Implement business design and system changes	• Prepare pilot project charters based on prior approvals for service enhancements and system changes • Pilot initiatives that will provide significant benefit to users
1.j Explore the expansion of services to other Canadian jurisdictions	• Determine business needs of other jurisdictions • Plan to implement 'rebranded' OneStop Business Registry

Goal 2: OneStop Business Registry staff is perceived as effective advocates for integrated public sector services to BC businesses and works to achieve the necessary cultural and process changes required by all partners to facilitate integrated service delivery.

Objectives:

- The OneStop Business Registry is an active participant in the planning and delivery of e-government services for BC businesses
- New public sector services to BC businesses are piloted in the OneStop Business Registry
- New partners joining the OneStop Business Registry accept the changes required to implement integrated service delivery for BC businesses
- The Partnership Board demonstrates an ongoing commitment to new and enhanced integrated public sector services for BC businesses

Fiscal 2004/05

Strategies	Actions	Targets
2.a Participate in e-government committees that affect service to BC businesses	▪ Continue participation in: o CRA inter-provincial BN committee o Provincial Treasury cross-ministry internet payments user group o Service Delivery Initiative o Industry Canada business permits and licenses web-service (BizPaL) o Public Sector CIO Council XML sub-committee	▪ Ongoing
	▪ Identify committees in which to participate, such as BCeID, based on established mandates	▪ Ongoing
	▪ Assign staff to committees	▪ Ongoing
	▪ Pilot new corporate electronic offerings	▪ Ongoing
2.b Keep informed of national trends in public sector service delivery	▪ Communicate with sub-committees of the Public Sector CIO Council	▪ Ongoing
	▪ Monitor initiatives of the Institute for Citizen-Centered Service	▪ Ongoing
2.c Influence systemic barriers to cross-agency collaboration and efficient office operations	▪ Advocate for inter-agency responsibilities to be reflected in provincial job classification levels	▪ Ongoing
	▪ Where applicable, advocate for a greater portion of performance pay to be tied to participation in inter-agency initiatives	▪ Ongoing
	▪ Challenge status quo policy interpretations where appropriate	▪ Frequently

Fiscal 2005/06 – 2006/07

Strategies	Actions
2.d Promote pilot initiatives with endorsement from the Partnership Board	• Prepare and distribute pilot initiative announcements through the Partnership Board
2.e Investigate and advocate for new e-government service offering possibilities	• Investigate and promote possible new services as identified by e-government committees and the business community

Goal 3: Partners are satisfied that the OneStop Business Registry is being operated efficiently and effectively and that participating public sector agencies are being provided with excellent service and responsiveness to their business needs.

Objectives:

- The BN Hub is maintained and its search capabilities are increased
- Partners are satisfied that their business requirements are met by the OneStop Business Registry
- Partners are satisfied with the reliability, usability and the availability of the OneStop Business Registry
- Partners recognize the benefits they receive from involvement in the OneStop Business Registry and report high levels of business compliance
- The system is stable and well supported by knowledgeable resources
- Partners report high levels of satisfaction with the user support services available to them
- Partner staff recommend the OneStop Business Registry to BC businesses
- Agreements between partners and the OneStop Business Registry are not onerous to negotiate and maintain
- The Partnership Board is operating effectively to provide governance to the OneStop Business Registry
- The OneStop Business Registry office is operating efficiently and effectively

Fiscal 2004/05

Strategies	Actions	Targets
3.a Provide secretariat role to the Partnership Board and Partnership Advisory Council (PAC)	• Assist Chair in determining agendas • Produce decisions and actions documents • Chair Partnership Advisory Council • Table recommendation for local government participation on Partnership Board • Produce performance reports	• Ongoing • Ongoing • Ongoing • Sep 17, 2004 • Quarterly
3.b Complete and close SBN project	• Implement deferred functionality • Stabilize the new OneStop systems • Shutdown of old OneStop systems in accordance with ARCS and ORCS • Complete a post-implementation SBN project review	• Jun 30, 2004 • Sep 30, 2004 • Oct 31, 2004 • Oct 31, 2004
3.c Negotiate outstanding service level agreements with BC Partners	• Create a master list of agreements and obligations • Negotiate and sign CPPR MOU • Develop agreement templates as required • Develop and sign agreements with existing and new program partners	• Jul 31, 2004 • Aug 31, 2004 • Sep 30, 2004 • Ongoing
3.d Continue infrastructure support services	• Negotiate next service level agreement with CITS	• Mar 31, 2005

3.e Establish ongoing application support services	• Secure required business analyst resources • Secure required database analyst resources • Negotiate application maintenance agreement • Negotiate other maintenance agreements	• May 15, 2004 • Jun 30, 2004 • Sep 30, 2004 • As required
3.f Complete Employee Performance and Development Plans (EPDPs) and link to Service Plan	• Train staff in EPDP development • Complete Director EPDP • Complete Managers EPDPs • Complete EPDPs for other staff	• Apr 15, 2004 • Jun 30, 2004 • Jul 31, 2004 • Aug 31, 2004
3.g Respond to any partner requests for improved system reliability, performance and availability	• Review system reliability, performance and availability with partners • Determine methods for improving system reliability, performance and availability, if required, and cost implications	• Ongoing • Ongoing
3.h Ensure system security	• Review and implement 2004 risk review recommendations • In consultation with Internal Audit Branch, Ministry of Finance, perform periodic reviews of systems and related business processes to ensure adequate controls	• Mar 31, 2005 • Ongoing
3.i Create, review and update documentation as required	• Draft policy re: treatment of business information upon partner withdrawal • Initiate partner review of governance structure document • Review all systems related documents	• Sep 30, 2004 • Dec 10, 2004 • As required
3.j Establish a release management plan	• Prepare draft for review by PAC • Finalize plan	• May 28, 2004 • Jul 23, 2004
3.k Establish risk management plan	• Complete management Enterprise-wide Risk Management training • Complete Enterprise-wide Risk Management training for other staff • Partner consultation • Complete plan	• Nov 15, 2004 • Nov 30, 2004 • Jan 31, 2005 • Feb 28, 2005
3.l Pursue additional funding	• Consult and explore various revenue sources	• Ongoing
3.m Develop partner satisfaction questionnaire	• Consult with BC Stats • Draft questionnaire for partner feedback	• Dec 20, 2004 • Jan 20, 2005
3.n Prepare 2005/06 - 2007/08 Service Plan	• Review prior process and documentation • Arrange and conduct partner meetings • Draft plan and circulate for feedback • Incorporate feedback and adopt plan	• Jan 31, 2005 • Feb 28, 2005 • Feb 28, 2005 • Mar 31, 2005

3.o Implement efficient and effective office procedures	• Review existing procedures • Modify procedures as required • Complete professional training in document preparation • Implement government financial processes • Implement budget tracking and forecasting measures • Establish ARCS and ORCS	• Ongoing • Ongoing • Jun 30, 2004 • Jul 31, 2004 • Jul 31, 2004 • Nov 30, 2004

Fiscal 2005/06

Strategies	Actions
3.p Respond to any partner requests for system enhancements	• Incorporate requirements in alignment with release management plan subject to funding approval • Revisit CRA audit trail requirements
3.q Record business compliance levels	• Determine methods for measuring compliance • Measure and report compliance
3.r Develop long-term strategies for managing agreements	• Determine options available for streamlining agreement processing, e.g. on-line agreements • Survey existing partners regarding suitability of available options • Determine best method and implement
3.s Prepare first Annual Report	• Partnership Board approval of format • Gather data
3.t Complete partner satisfaction questionnaire	• Administer questionnaire to all partners

Fiscal 2006/07

Strategies	Actions
3.u Continue with system enhancements	• Respond to BC business and partner needs

Goal 4: Market penetration is increased by the OneStop Business Registry in terms of number of businesses served, public sector partners, and breadth of services offered.

Objectives:

- New partners participate in the OneStop Business Registry
- BC business agents and service delivery partners are knowledgeable about, and promote, the OneStop Business Registry
- The OneStop Business Registry users recommend the services to others in the BC business community
- Key messages to partners and public are delivered
- Outstanding Single Business Number project partner connectivity is completed
- All public sector agencies that interact with BC businesses use the Business Number as their account identifier
- Breadth of services offered is increased
- The time and cost of bringing a new partner into the OneStop Business Registry is decreased

Fiscal 2004/05

Strategies	Actions	Targets
4.a Complete SBN project major functionality	• Implement WCB complex link • Add Corporate Registry as BN partner	• May 31, 2004 • Oct 4, 2004
4.b Complete staff complement	• Hire Partnership and Policy Advisor	• Jan 31, 2005
4.c Apply marketing plan	• Prioritize marketing plan strategies • Begin implementation of marketing plan • Substantially implement marketing plan	• Jun 30, 2004 • Jul 31, 2004 • Mar 31, 2005
4.d Educate delivery partners and staff about the OneStop Business Registry Vision, Mission, and Goals	• Print and distribute Service Plan • Deliver presentations	• Jul 15, 2004 • Ongoing
4.e Engage and secure new program partners in the OneStop Business Registry	• Consult with former SBN project staff and partnership specialist to identify key partners • Explore BCeID as a BN partner • Market services across the public sector • Implement interfaces with new partners • Assist partners to modify processes to enable integrated service delivery • Advocate for partnerships and proprietorships as BN partner accounts • Develop a strategy for cost-effective integration of new program partners	• Jun 30, 2004 • Jan 31, 2005 • Ongoing • As required • As required • Nov 30, 2004 • Mar 31, 2005
4.f Ensure appropriate follow-up with delivery partners, agents, and service providers	• Establish schedule and processes for follow-up • Conduct follow-up activities and correct problems as they are discovered	• Sep 30, 2004 • Ongoing

4.g Consult with BC business associations and advocacy groups	• Consult with Tourism and Small Business Branch regarding strategy • Develop plan • Review 'Taking Care of Business' survey results • Explore implementation of BC business advisory forum and make recommendations	• Jun 15, 2004 • Sep 30, 2004 • Sep 30, 2004 • Oct 31, 2004

Fiscal 2005/06

Strategies	Actions
4.h Maintain marketing plan	• Fully implement marketing plan
4.i Explore Corporate and Personal Property Registries (CPPR) OneStop participation expansion	• Analyze the use of the Business Number for BC partnerships and proprietorships • Analyze bringing proprietorships and partnerships into the Business Address Change service • Analyze complex link between Corporate Online and OneStop

Fiscal 2006/07

Strategies	Actions
4.j Investigate and advocate for new e-government service offering possibilities	• Investigate and promote possible new services as identified by e-government committees
4.k Expand Corporate and Personal Property Registries (CPPR) OneStop participation	• Implement the use of the Business Number for BC partnerships and proprietorships • Implement proprietorships and partnerships into the Business Address Change service • Implement complex link between Corporate Online and OneStop

Performance Measures[2]

Performance measures are based primarily on 2003 Gartner and Grant Thornton recommendations.

Quantitative Measures

Goal 1: British Columbians can successfully access the OneStop Business Registry to register their businesses and complete other related services quickly and easily with public sector agencies.

Perspective	Performance Measures	2004/05 Targets	2005/06 Targets	2006/07 Targets	Data Source	Reporting Frequency and Audience
Accessibility and Quality of Client Service	1) Number of completed business registration transactions[3] **per month**	• Municipal – 235 • CPPR P&P – 1800 • CPPR Corp – 2000 • CPPR Soc – N/A • WCB – 140 • MPR SST – 353 • MPR HRT – 7 • CRA – 900[4]	• Municipal – 275 • CPPR P&P – 2000 • CPPR Corp – 2000 • CPPR Soc – 200 • WCB – 280 • MPR SST – 588 • MPR HRT – 12 • CRA – 950	• Municipal – 335 • CPPR P&P – 2200 • CPPR Corp – 2000 • CPPR Soc – 200 • WCB – 420 • MPR SST – 882 • MPR HRT – 18 • CRA – 1000	• System statistics	• Quarterly to program and delivery partners
	2) Number of completed address change transactions **per month**[5]	• Municipal – 2 • WCB – 25 • MPR – 2 • CRA – 5	• Municipal – 10 • WCB – 90 • MPR – 2 • CRA – 6	• Municipal – 50 • WCB – 90 • MPR – 2 • CRA – 6	• System statistics	• Quarterly to program and delivery partners
	3) Number of Business Number accounts created **per month**	• CPPR Corp – 2000[6] • CPPR Soc – N/A • WCB – 800 • MPR SST – 1176 • MPR HRT – 24	• CPPR Corp – 2000 • CPPR Soc – 200 • WCB – 800 • MPR SST – 1176 • MPR HRT – 24	• CPPR Corp – 2000 • CPPR Soc – 200 • WCB – 800 • MPR SST – 1176 • MPR HRT – 24	• System statistics	• Quarterly to program and delivery partners

[2] The performance targets 1), 2), 14), and 15) have been provided by the BC partners, with the exception of the municipal numbers, and represent the best estimates available. They will be refined over time as the Service Plan is updated.

[3] A transaction is either a completed application fully satisfied by the OneStop Business Registry or a link to a partner agency's site. A user initiates a session, which may consist of multiple transactions to various participating partner agencies.

[4] CRA targets relate to BC activity only.

[5] Some numbers have been reduced from previous Service Plan estimates. It is expected the numbers will increase as BCeID becomes more widely implemented and adopted.

[6] Starting October 2004.

Goal 1: Continued

Perspective	Performance Measures	2004/05 Targets	2005/06 Targets	2006/07 Targets	Data Source	Reporting Frequency and Audience
Accessibility and Quality of Client Service	4) Reported user satisfaction[7]:				• User survey[8]	• Quarterly to program and delivery partners
	• Time to complete a business registration transaction	• Insufficient data available	• Baseline will be established	• Will be determined once baseline will be established		
	• Time to complete an address change transaction	• Insufficient data available	• Baseline will be established	• Will be determined once baseline will be established		
	• Easy to follow instructions	• 70% agree	• 85% agree	• 90% agree		
	• Will use again or recommend to others	• 75% agree	• 90% agree	• 95% agree		
	• Overall rating (weighted from 5 point scale)	• 70%	• 75%	• 80%		
	• Wait time to speak to Help Desk support staff	• < 120 seconds 90% of the time	• < 90 seconds 90% of the time	• < 60 seconds 90% of the time		
	• Wait time to receive response from email inquiry	• 2 business days	• 1 business day	• 1 business day		

[7] *Median measures, as opposed to mean or average measures, will be used where appropriate.*

[8] *Although 83% of current survey respondents rate the service "very good" or "excellent" and 94% would use it again or recommend it to others, the number of completed surveys has dropped from 80% on the previous system to 46% with the new system. Consultations have commenced to determine why the level of participation in surveys has dropped and whether there are any associated implications.*

Goal 1: Continued

Perspective	Performance Measures	2004/05 Targets	2005/06 Targets	2006/07 Targets	Data Source	Reporting Frequency and Audience
Accessibility and Quality of Client Service	5) Service availability and performance:				• CITS statistics • OneStop Business Registry	• Quarterly to program and delivery partners
	• hours that registration and address change services are accessible with some or all partners online[9]	• 7 x 18	• 7 x 20	• 7 x 23		
	• percentage of hours that all registration partners are accessible online through OneStop	• 77%	• 85%	• 95%		
	• percentage of time services available during traditional business hours[10]	• 99%	• 99.5%	• 99.9%		
	• percentage of time services available after traditional business hours	• 85%	• 90%	• 97%		
	• hours OneStop Help Desk is available	• 11 hours per business day	• 11 hours per business day	• 12 hours per business day		
Staff Competency	6) Percentage of budget dedicated to developing staff competencies	• 0.6%	• 0.6%	• 0.6%	• Financial reporting	• Quarterly to Partnership Board

[9] *Currently some partners have different service and backup timeframes. As a result some registration services are not accessible through OneStop at all times.*
[10] *It is the desire of the OneStop Business Registry to expand the definition of 'traditional business hours'.*

Goal 2: OneStop Business Registry staff is perceived as effective advocates for integrated public sector services to BC businesses and works to achieve the necessary cultural and process changes required by all partners to facilitate integrated service delivery.

Perspective	Performance Measures	2004/05 Targets	2005/06 Targets	2006/07 Targets	Data Source	Reporting Frequency and Audience
Inter-Agency Committee Participation	7) Number of committees in which OneStop staff participates	• 5	• 5	• 5	• Staff reports	• Quarterly to Partnership Board

Goal 3: Partners are satisfied that the OneStop Business Registry is being operated efficiently and effectively and that participating public sector agencies are being provided with excellent service and responsiveness to their business needs.

Perspective	Performance Measures	2004/05 Targets	2005/06 Targets	2006/07 Targets	Data Source	Reporting Frequency and Audience
Level of Partner Satisfaction	8) Reported partner satisfaction: • system reliability, performance and availability • business compliance rates • wait time to receive business and technical support • responsiveness to requests for system enhancements • state of operator and service level agreements	• 80%	• 80%	• 85%	• Questionnaire to partners	• Annually to program and delivery partners
Financial Results	9) Cost per transaction	• Insufficient data to measure	• Baseline will be established in part through research of other jurisdictions	• Will be determined once baseline has been established	• Transaction completion statistics • Financial reporting	• Quarterly to Partnership Board
	10) Budget to actual comparison	• Within budget	• Within budget	• Within budget	• Financial reporting and forecasting	• Quarterly to Partnership Board

Goal 4: Market penetration is increased by the OneStop Business Registry in terms of number of businesses served, public sector partners, and breadth of services offered.

Perspective	Performance Measures	2004/05 Targets	2005/06 Targets	2006/07 Targets	Data Source	Reporting Frequency and Audience
State of Partnership Base	11) Number of program partners (by account) participating in OneStop Business Registration	• 82	• 110	• 150	• OneStop Business Registry	• Quarterly to program and delivery partners
	12) Number of program partners (by account) in OneStop Business Address Change	• 82	• 110	• 150	• OneStop Business Registry	• Quarterly to program and delivery partners
	13) Number of BN partners (by account)[11]	• 9	• 13[12]	• 19	• OneStop Business Registry	• Quarterly to program and delivery partners
Market Penetration	14) Percentage of each partner's business registration transactions going through OneStop as a percentage of each partner's total transactions	• CPPR P&P – 65% • CPPR Corp – 100%[13] • WCB – 10% • MPR – 30% • CRA – 11%	• CPPR P&P – 70% • CPPR Corp – 100% • WCB – 20% • MPR – 50% • CRA – 11%	• CPPR P&P – 100% • CPPR Corp – 100% • WCB – 30% • MPR – 75% • CRA – 11%	• OneStop Business Registry system and each partner's records of transactions • Questionnaire to partners	• Quarterly to program and delivery partners
	15) Percentage of each partner's address change transactions going through OneStop as a percentage of each partner's total transactions	• CPPR – N/A • WCB – 2% • MPR – 0.001% • CRA – 0.001%	• CPPR – N/A • WCB – 7% • MPR – 0.001% • CRA – 0.001%	• CPPR – TBD • WCB – 7% • MPR – 0.001% • CRA – 0.001%	• OneStop Business Registry system and each partner's records of transactions • Questionnaire to partners	• Quarterly to program and delivery partners

[11] *Does not include Canada Revenue Agency.*
[12] *The previous Service Plan target has been reduced in consultation with the Partnership Board.*
[13] *Starting October 2004.*

Qualitative Measures

These qualitative performance measures will be reported with anecdotal evidence.

Perspective	Performance Measure	Data Source	Reporting Frequency and Audience
Accessibility and Quality of Client Service (Goal 1)	Perceived security of transmitting data online	• Verbal and written comments received	• Annually to program and delivery partners
Value Proposition (Goal 2)	Description of extent to which investment in OneStop has achieved intended outcomes	• Press clippings • Letters to Minister(s)	• Annually to program and delivery partners
	The OneStop Business Registry is a leader in similar e-government programs across Canada	• Press clippings • Awards • Environmental scan	• Annually to program and delivery partners
Level of Partner Satisfaction (Goal 3)	Service staff are perceived as courteous and helpful	• Verbal and written comments received	• Annually to program and delivery partners
Strategic Outcomes – Market Penetration (Goal 4)	Use of shared OneStop infrastructure instead of duplicating service infrastructure with each business unit	• OneStop Business Registry and each partner's records of transactions • Questionnaire to partners	• Annually to program partners

Resources

Human Resources

Five of six full-time positions have been filled to provide the services and support for the OneStop Business Registry. In addition, numerous consultants and a co-op student are providing services to OneStop. The OneStop Business Registry organization is depicted at the end of this document.

Financial Resources

Funding for the OneStop Business Registry is obtained solely from a portion ($50 each) of incorporation fees and proprietorship and partnership registrations ($10 each). This is estimated to total $1.678M in fiscal year 2004/05.

The funding model will be reviewed by the Partnership Board to put it on a more sustaining platform, recognizing that the current funding sources do not increase in line with successful expansion of OneStop and the related increases to the cost base.

Budget details are available upon request from the OneStop Business Registry office.

Technology Resources

Hardware infrastructure services are purchased from CITS while application development and maintenance is purchased from a private sector systems integrator. Efforts to obtain economies of scale in both areas are being aggressively pursued, including affordable after-hours support.

Linkages with Government and Partner Strategic Plans

The OneStop Business Registry is aligned with the following goals of each participating partner in the areas of improving service delivery, reducing red tape and improving compliance:

BC Government Strategic Plan 2004/05 – 2006/07

- Goal 1 – A strong and vibrant provincial economy
  - Work with the private sector to remove barriers to economic activity
  - Make the WCB responsive to workers and employers
  - Expand partnerships with the federal government to promote economic growth and development in BC
  - Continue to streamline government's legislation and regulations
  - Promote new and more effective ways to deliver services and infrastructure through alternative service delivery and partnership arrangements
  - Expand public access to government through e-government initiatives
  - Continue to expand one-stop permitting and licensing in key sectors

BC Ministry of Finance Service Plan 2004/05 – 2006/07

- Goal 2 – Creating a tax and regulatory climate that stimulates economic growth

BC Corporate and Personal Property Registries Service Plan 2004/05 – 2006/07

- Increase electronic access to information. This includes both electronic submission and retrieval of information
- Continue to reduce the regulatory burden on business and citizens to meet the government's objective of a 1/3 reduction by fiscal 2004/05

BC Ministry of Small Business and Economic Development Service Plan 2004/05 – 2006/07

- Goal 1 – Improving our competitive position in the national and international economy
- Goal 2 – Enhancing economic development throughout BC

BC Ministry of Provincial Revenue Service Plan

- Goal 3 – Fair, efficient and equitable administration that meets customers needs. The Ministry is committed to meeting customers' needs by improving the regulatory and administrative frameworks for tax and debt collection. The Ministry will make improvements to ease the administrative burden on customers and to enhance the business climate within British Columbia

Workers' Compensation Board of BC 2003 Annual Report and 2004-2006 Service Plan

- In 2004, the WCB is moving forward with a plan to revitalize the WCB's service quality, business processes, and the organizational structure, all of which will provide added value to our stakeholders and guide the organization in the coming years

BC Liquor Distribution Branch Service Plan 2004/05 – 2006/07

- Goal 4 – Manage business practices in a climate of continuous change with a focus on operating efficiencies and value added

Canada Revenue Agency - Summary of the (CRA) Corporate Business Plan 2003/04 – 2005/06

- Goal 1 – Fully engaging our partners and integrating our efforts with theirs
- Goal 2 – Deliver cost efficiencies and reduce overlap by pursuing opportunities to expand our operations and offer more services on behalf of partners, particularly provinces and territories
- Goal 3 – Reduce the overall administrative cost of government to taxpayers, limit compliance burdens, and deliver higher levels of service

Key Legislation

The OneStop Business Registry is affected by the following legislation:

Provincial

- Business Corporations Act
- Business Number Act
- Community Charter
- Cooperatives and Associations Act
- Freedom of Information and Protection of Privacy Act
- Hotel Room Tax Act
- Liquor Control and Licensing Act
- Liquor Distribution Act
- Local Government Act
- Partnership Act
- Social Service Tax Act
- Societies Act
- Workers Compensation Act

Federal

- Access to Information Act
- Canada Customs and Revenue Agency Act
- Excise Tax Act
- Income Tax Act
- Privacy Act

Municipal

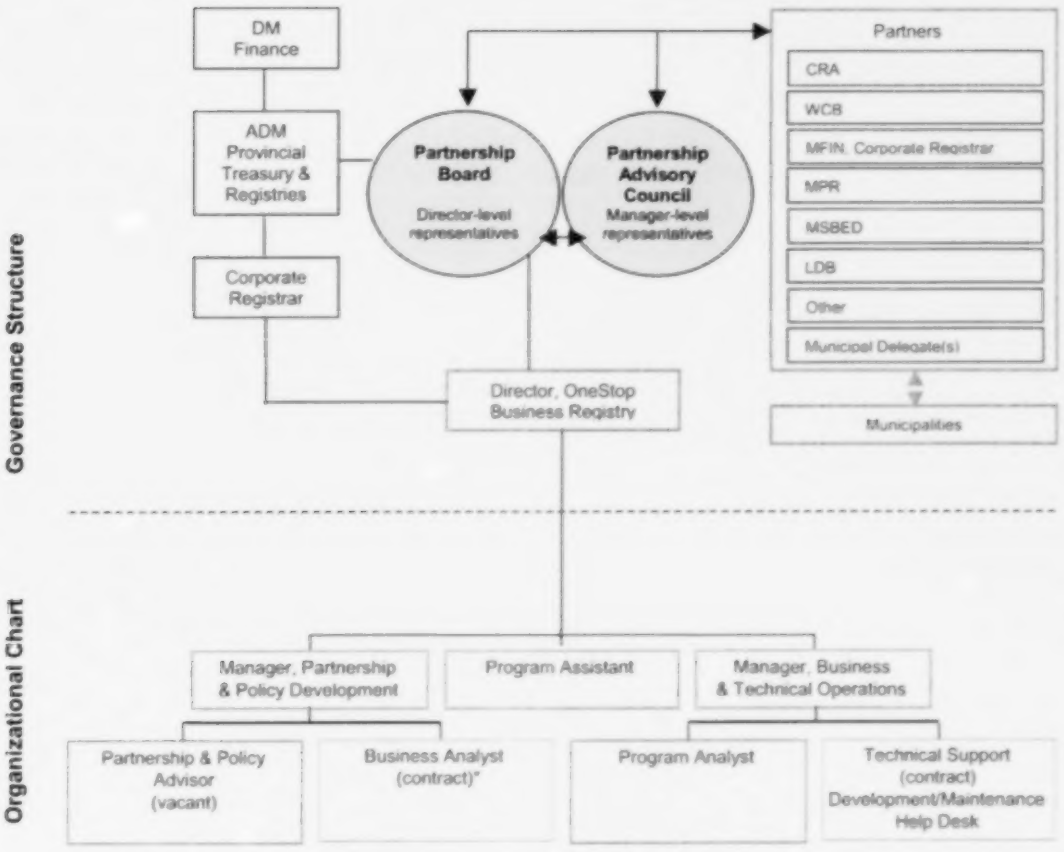
- Various by-laws

Related Program Documents

The following documents are available upon request for additional information about the OneStop Business Registry:

- Marketing Plan
- Communication Plan
- Governance Structure
- Operating Budget

Governance Structure and Organization Chart



* No contract in place at the moment

OneStop Business Registry Staff Sign-off

The staff hereby acknowledge and support this Service Plan.

Mike Kelley Director	Date
Patrick Deakin Manager, Partnership and Policy Development	Date
Patty Ballam Manager, Business and Technical Operations	Date
Dagmar Lehmann Program Analyst	Date
Nicole Dmytar Program Assistant	Date
Adam McKinnon Junior Analyst (Co-op Student)	Date

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